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ACS/City of Memphis  
**ENTERPRISE PRINT SOLUTION**  
Request for Proposal

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**Prepared By:** Information Services  
**Closing Date for Bids:** 11/10/04  
**Bid Accepted at:** ATTN: ACS Purchasing  
Enterprise Print Solution  
100 North Main Street  
Suite 3225  
Memphis, TN 38103  
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**E-Mail Inquiries:** requests@memphistn.gov

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## **1 Overview**

### **REQUEST FOR PROPOSAL TO PROVIDE ENTERPRISE PRINT SOLUTION**

ACS and the City of Memphis (hereinafter referred to as “City”) invites qualified Vendors to provide Proposals for a redundant, flexible, high-output Enterprise Print Solution for the main purpose of payroll report printing at the City.

The selected Vendor will be contractually responsible for all services denoted in this document. ACS will be accountable for the management of this contract.

Any prospective Vendor failing to meet any milestones of this RFP without prior notification to and consent from ACS will constitute cause for disqualification from this RFP.

All questions pertaining to the RFP must be forwarded to ACS at the e-mail address listed on the front page of this document under “**E-Mail Inquiries.**”

Interested parties should carefully review this RFP, including all requirements, terms, conditions, performance standards, and financial penalties to ensure the most responsive proposals.

## **2 Introduction**

ACS and the City seek to replace the existing payroll report printer with a solution that can meet the growing needs of the City for a scalable and highly available Enterprise Print Solution with the flexibility to accommodate a number of print, forms bursting, decollating, sorting, stacking, and stapling requests for cut-sheet and greenbar outputs. ACS and the City seek the planning, analysis, design, and implementation of a total print solution that incorporates the City’s existing functionality and adds output capability, industry best practices and support, and scalability to the City’s operational environment. Proposals solely for Magnetic Ink Character Recognition (MICR) devices are not requested at this time, but the flexibility of a Vendor’s proposed solution to adopt this functionality at a later date may be viewed favorably.

### **3 Background**

The current print environment consists of several antiquated print devices that are lacking in Vendor supportability and high-volume output capability. Additionally, the lack of redundancy in the current environment creates risks of high failure rates for critical production jobs. ACS and the City seek to upgrade this environment through the planning, analysis, design, implementation, and support of a new Enterprise Print Solution that can accommodate the City's growing payroll print needs.

### **4 Schedule of Activities**

Activity	Date
Distribution of RFP	10/8/2004
Deadline for questions	10/29/04
Proposals Due (Mandatory)	11/10/04
Sealed Proposals Opened by RFP Committee	11/10/04
Oral Presentation by Vendors (optional at ACS discretion)	TBD

### **5 General Information**

This section covers topics describing the obligations and expectations for ACS, the City and Vendors.

#### **5.1 Service**

Vendor will, at its option, either repair or replace ("Service") any component part of the hardware (and associated software) purchased as part of this RFP. This hardware and software should be listed in a document titled Equipment Exhibit A. Vendor's service includes the commitments itemized in Equipment Exhibit A.

#### **5.2 Advisory**

Vendors are encouraged to review this RFP thoroughly, including all requirements, terms, conditions, deadlines, historical data, and cost information to ensure submission of a timely and responsive proposal. Vendors must fully document all costs and thoroughly explain the anticipated benefits of their proposals to ACS and the City. Although every effort has been made to ensure the completeness of this proposal, there is no guarantee of completeness to this proposal. The Vendor will be responsible for any additional material, equipment, tools, labor, etc that may be required to fulfill the terms of service outlined in this RFP.

### **5.3 Relevant Local and Corporate Experience**

The City and ACS require that each Vendor provide verifiable, documented evidence of local government and corporate experience, preferably in an environment comparable in size and scope to ACS and the City, for all the services detailed in its proposal. It is the responsibility of the Vendor to explain how past experiences relate to its proposal, including appropriate quantifiable data. Only verifiable experience with references will be considered.

### **5.4 Pricing**

Vendors **must** submit cost proposals in the format shown in **Section 6.6 – Cost Table**. The City's goal is to provide the best public service possible and that cost will be only one factor in the evaluation of proposals.

### **5.5 Changeover Plan**

This will be the start date of support and the start date of the contract.

### **5.6 Discloser of Information**

Once the final contract is awarded, the selected contractor shall not disclose any details in connection with the requested system(s) without the advance written approval of the City's Contract Administrator. The contractor may identify its services to clients provided that during the performance period of the contract, the contractor shall not publish or disseminate commercial advertisements, press releases or feature articles using the name of the City without the prior, written consent of the Contract Administrator.

### **5.7 Proprietary Considerations and Public Records**

Upon submission responses to this RFP become the exclusive property of the City and will become public record. Portions of the proposal may be marked as “confidential” by marking each affected page of the proposal. This will be considered a request and will be honored to the extent possible under all relevant public record laws.

### **5.8 Non-Responsive Proposals**

The City and ACS reserve the right to deem proposals non-responsive if any of the documents required by the RFP are omitted or if the basic required components of the solution and related services are not addressed.

## **5.9 Bid Closing Date**

**Written responses to this RFP must be received by ACS no later than 2:00 P.M. CDT on the Date listed in Section 4 as “Proposals Due (Mandatory)”. Sealed responses must be addressed as it appears on the front page of this document titled “Bid Accepted at:”**

## **5.10 Right to Reject**

Notwithstanding any other provisions of this RFP, the City and ACS reserve the right to reject any or all proposals.

## **5.11 Inquiries**

All questions pertaining to the RFP must be forwarded to the e-mail address listed on the front page of this document under “**E-Mail Inquiries**” no later than 4:00 p.m. CDT on the date listed in Section 4 “Deadline for questions”. All questions received by the stated time will be answered in a timely manner. Failure to address questions to the appropriate contact may disqualify a proposal from consideration. Written responses to all properly presented questions will be provided at least 24 hours prior to bid closure via the City website at [www.cityofmemphis.org](http://www.cityofmemphis.org) under the section called Your Government At Work. Responses will not be emailed, only posted to the website.

## **5.12 Prohibitions of Amendments**

Once a proposal has been submitted, amendments or enhancements to the proposal will only be accepted by ACS and the City if requested by ACS or the City.

## **5.13 Contract Duration**

The maintenance agreement for this contract is to cover a 5-year period, starting the date listed in Section 4 as “Commencement of new contract”. The contract will automatically move to a month-to-month contract with no cost increase at the end of the first 60 months. The City reserves the right to renew or solicit competitive quotes after the first year. At the end of the first 5 years the Vendor can exit the contract by giving ACS (90) ninety days notice in writing that they would like to be removed.

## **5.14 Proposal Costs**

The City and ACS will provide NO reimbursement of any kind for any costs incurred in responding to this RFP.

## 6 Response Format and Mandatory Documents

This section provides an outline of the format and structure of the response to this document. Responses that fail to conform to the format outlined in this section will be considered non-responsive and, as such, may disqualify the Vendor. Vendors must submit **one original and seven (7) copies** of the proposal, including one (1) on CD this copy must be able to be viewed using Microsoft Office Products or Adobe Acrobat software, supporting manuals, brochures and reports on or before, but no later than **2:00 p.m. CDT on the Date listed in Section 4 as “Proposals Due (Mandatory)”**. Proposals received after the closing time and date will be considered late and not entitled to participate in the process. Proposals, copies and related information should be sealed in a single package with the address of the Vendor in the upper left-hand corner and clearly marked: **ENTERPRISE PRINT SOLUTION PROPOSAL**. Sealed responses must be addressed as it appears on the front page of this document titled **“Bid Accepted at”**.

The following outline is required to be used for Vendor responses:

- A. Cover Letter
- B. Table of Contents
- C. Description of Service compliant with this entire document (Scope of work)
- D. Changeover plan
- E. Five (5) References (must include instances of equipment mentioned in section 6 of the RFP with installations of similar size.
- F. Agreement to Service Levels in section 9.
- G. Costs (in our table format) – Shown in the Cost Table sections of this RFP

### 6.1 Response Preparation

In preparing a response to this RFP, the following should be considered:

1. Proposals should be written clearly, unambiguously, and to the extent possible in such a manner that evaluation committee members with little or no technical expertise will understand it.
2. Proposals should be specific and complete in every detail. However, Vendors are welcome to outline alternative or additional services, provided the associated costs and benefits to the City are clearly presented. While the City and ACS encourages Vendor creativity in response to the RFP, the evaluation of proposals will be based primarily on responses to the required elements.
3. Proposals may be deemed non-responsive if they are substantially an advertisement of past accomplishments and corporate history.

4. Proposals must conform to the outline below, including headings, sections and paragraphs. Vendors may further subdivide specific paragraphs or add relevant sections at the end of their proposals. However, the proposal must be clearly organized so the evaluating committee is able to easily locate responses to specific items. If a Vendor cannot or chooses not to respond to any requirement, recognition of the requirement must be listed in sequence with "No Response" inserted and an explanation for the decision not to respond.
5. All specified information must be provided in accordance with the outline. Reference to other documents must only be used to supplement and/or substantiate information outlined in the body of the proposal.
6. All pages must be sequentially numbered.
7. All responses shall be firm offers and may not be withdrawn for a period of 120 calendar days following **the Date listed in Section 4 as “Proposals Due (Mandatory)”**.
8. An officer authorized to execute such documents on behalf of the corporation must sign the response and each copy. All signatures must be original and in blue ink.

## **6.2 Cover Letter and Corporate Introductions**

This section shall comprise no more than two pages, including name and address of the firm or joint venture submitting the proposal and the name, address and telephone number of the person(s) authorized to represent the firm or joint venture. Vendors should state whether the Vendor is an individual, partnership, corporation or joint venture. If the proposal is being submitted by or on behalf of more than one entity, all entities represented must be clearly identified.

## **6.3 Table of Contents**

The table of contents should provide a comprehensive listing of the material in the proposal arranged by section, with a listing of the subject(s) in each section, and with pages numbered. The numbering of a proposal must conform to that specified in this RFP Section 6.1 number 6.

## **6.4 Compliance with RFP Requirements**

The Vendor must thoroughly discuss and explain in detail how their response to each requirement in the RFP will be met.



## 6.5 References

Vendors must provide references that are able to confirm the successful support of other clients of equal size. The references must include the name, address and telephone number of top-level management contact persons for each contract. A minimum of three (3) and maximum of five (5) references must be provided. At least two of the references should be for the requested system(s) and service(s) contracts of similar size or larger. It would be preferable if the references were within 100 miles of Memphis, TN.

## 6.6 Cost Table

The cost for the Vendor's services must be in the following format shown:

Base Price	Annual Cost
Solution including all applicable hardware and software	
Support and maintenance costs (Year 1)	
Support and maintenance costs (Year 2)	
Support and maintenance costs (Year 3)	
Support and maintenance costs (Year 4)	
Support and maintenance costs (Year 5)	
Implementation charges	
All additional one-time charges	
<b>Total</b>	

## 6.7 Additional Data

This section should include any additional information that the Vendor believes to be essential to a thorough evaluation of its proposal. List all attached reports, financial documents, etc., and sequentially number all pages of the proposal and attachments.

If no additional data is appended, Vendors should state: "There is no additional data to be presented."

## 6.8 Completeness

Although the City and ACS have made every reasonable effort, there is no representation made regarding the completeness of the contract requirements. The Vendor is expected to review the requirements and make appropriate recommendations. Any required services products or equipment not specified in the bid will be the sole responsibility of the Vendor.

## **7 M/WBE**

### **Minority/Women Business Enterprise (M/WBE) Program**

The City has a Minority/Women Business Enterprise Program that is designed to increase the participation of minority and women-owned businesses in the City's purchasing activities.

#### **M/WMBE Definition**

Minority-owned business is defined as those that are 51% owned and controlled by African Americans. Women-owned business is defined as those that are 51% owned and controlled by one or more women, but not African Americans. To qualify as an M/WBE Contractor, a firm must be included on the list of certified M/WBE's, available from:

Office of Compliance  
125 North Main, Room 440  
Memphis, TN 38103

A list of certified M/WBE Contractors is available from the Office of Compliance, at the address listed above.

#### **M/WBE Certification**

Only those Contractors that have been certified by the Uniform Certification Agency are eligible to qualify as M/WBE business. If the Contractor is a certified firm, enter the following information:

Minority (MBE) \_\_\_\_\_ Women (WBE) \_\_\_\_\_

Certification Number: \_\_\_\_\_

COMPLY (Insert YES or NO) \_\_\_\_\_

EXCEPTION (Insert YES or NO & Specify) \_\_\_\_\_

#### **Certified Subcontractors Participation**

The City also encourages non-M/WBE Vendors to seek participation in this bid with an M/WBE Vendor. Even if you are not an M/WBE Vendor, please explain below any participation by an M/WBE Vendor that is proposed for this project. Include name, address, and certification number if any M/WBE participant, plus the estimated percentage of the contract to be awarded to the participant, as follows:

\$ Show the dollar value of the subcontract to be awarded to this Vendor.

\$ Show the percentage of the total proposal represented by this subcontractor.

M/WBE Included whether the Vendor is MBE by inserting an M, or WBE by inserting a W.

Submission of this proposal commits the Vendor to the firms listed below:

\$	%	M/WBE	Certified Subcontractor's Name, Address, and Telephone	Certification #

For additional information regarding certification as an M/WBE Vendor, please contact:  
Ms. Carlee McCullough, - (901) 576-6210

## 8 Evaluation Process

The evaluation process involves a thorough review of the proposals and selection of a Vendor. The selected Vendor will have performed well in all areas.

### 8.1 Evaluation Committee

All proposals will be reviewed by ACS and the City to determine if they contain the minimum essential requirements outlined in the RFP, including instructions governing submission and format and compliance with standard City requirements. Those proposals deemed non-responsive may be disqualified without further evaluation and the Vendor will be immediately informed. An Evaluation Committee will examine each proposal that meets the mandatory requirements and recommend a contractor to the City of Memphis.

### 8.2 Evaluation Criteria

Proposals will be evaluated according to the following general criteria but not limited to:

1. *Capability of proposed product and/or service to meet RFP requirements:* This evaluation is based on the specific requirements outlined in the Proposal Scope and the completeness of the proposal.
2. *Corporate experience and capability:* The Vendor will be evaluated on relevant corporate experience, including verifiable comparable processing capability and financial stability.
3. *Cost:* The Vendor's cost proposal will be evaluated. Please note that a low-cost bid, in and of itself, will not be sufficient to be awarded this contract.
4. *Additional considerations:* Proposals will also be evaluated on such factors as the company's financial viability

Innovative approaches to increase the efficiency and effectiveness of operations and/or to reduce costs to the City will also receive consideration, as will the credibility of the Vendor's commitment to the success of the proposed system(s) and service(s), and to its verifiable record of working harmoniously and cooperatively with its clients.

Note: Oral Presentations

After preliminary evaluations are completed, a short list of qualified Vendors may be invited to give an oral presentation. This presentation is optional at the discretion of the City and ACS. Vendors found to be non-responsive to the RFP will not be invited to give an oral presentation. **However, no proposal may be altered or enhanced during an oral presentation.**

## 9 Service Levels

The service level agreement requires that the system be designed for an availability of 99.88%. This availability will be measured 24/7 with exception for scheduled maintenance. If the availability of the system drops below 99.88% in a given month the Vendor will issue a check to the City within 30 day for the amount of \$1,000.00 for each month the service level is missed. This Service level credit would be paid to ACS within 30 days.

## 10 Proposal Scope

### 10.1 Problem Statement

The City's currently uses a Xerox DocuPrint 65 (DP65) production payroll printer; although once adequate to handle its functions it has now reached the end of its life cycle and needs to be replaced.

## 10.2 Information

ACS and the City request proposals for a total Enterprise Print Solution to replace the existing devices, and upgrade the functionality of the payroll print operation. In proposal responses, ACS and the City are expecting respondents to cover all facets of the planning, analysis, design, implementation, and support phases (for a 5-year Total Cost of Ownership) of the project, as well as all items necessary to furnish a data center print environment including, but not limited to, all hardware software components, power requirements analysis and specification, network connectivity analysis and specification, space requirements analysis and specification, and specification and implementation of all rack and/or enclosure infrastructure.

**ACS and the City are seeking a solution to address the following items:**

1. Upgrade and update the output capacity and speed of the City's print processing operation.
2. Avoid delays in reporting and Direct Deposit stub distribution should any component of the system fail.
3. Adequately handle print output load during printer failure.
4. Provide scalability for future growth.
5. ACS and the City will evaluate proposed solutions based upon the following specific criteria:
6. Speed: Total print solution speed of at least 130 pages per minute consisting of a minimum of 2 devices capable of at least 65 pages per minute.
7. Features: Devices must be capable of two sided copying, duplex printing, stapling, hole punching, collating and sorting. Devices must be capable of PCL and Postscript printing. Additionally the device must allow the use of soft fonts.
8. Volume: Print solution should have a monthly duty cycle of at least 100,000 pages, and 1,200,000 pages per year for a production data center environment. The individual devices must have the capability of printing 30,000 duplex pages without physical intervention. The individual devices must have a paper input capacity of at least 15,000 pages and a minimum paper output capacity of 15,000 pages.
9. Redundancy: Solution should be redundant and fault tolerant, such that if printer fails, job can be run from additional clustered printers. Preference will be given to Vendors that automate this failover process.

10. Connectivity: Devices must support at least 100 Megabit Ethernet connectivity. Additionally the devices must support printing via TCP/IP using the LPR protocol.
11. Management and Notification: Devices must support remote notification of problems via SNMP and E-Mail. Additionally, they should be manageable from a remote location utilizing a web browser. SNMP Mibs must be provided to the city to allow monitoring of the devices via the City's Spectrum Network Management System.
12. Maintenance and Support Model: Maintenance and support will be graded upon terms, timeliness, and responsiveness of service. Preventative maintenance is ideal. Print software and possible remote connection (or email) to Vendor should send out notification for the maintenance and toner issues to ACS Operations and to the Vendors.
13. Scalability and Flexibility: Printer solution should be flexible to allow expandability in the future for other print jobs and new technologies.
14. Total Cost (Including third-party cost and additional parts): All solutions recommended by third-party Vendors require additional components. This should include any item that is needed to install devices not listed in the Environment for Installation section of this document. Examples: shelves, cables, and tables.

### **Installation Constraints**

The City possesses a specific, secured area for the implementation of the final solution. The characteristics of the physical space and existing infrastructure are defined below. If Vendor is unable to meet these constraints, Vendor is expected to provide a comparable resolution, as deemed adequate by ACS and the City.

1. Physical Space Dimensions:  
17' by 7' climate-controlled area with vented floor and ceiling tiles.  
  
Power:  
Four (4) 20A, 125V, Hubbell Twist Lock circuits are available. If power requirements in solution vary, Vendor is responsible for providing specification.  
  
Network Connectivity:  
100 Mbps CAT-6 connectivity (preferably redundant).
2. Standards:  
The City utilizes Dell 2650 and 6650 models as the current server standard.  
Windows 2003 is the City's current server software OS standard.  
Windows XP Professional and MS Office 2003 are the City's desktop standards.  
Network printing protocol standard is TCP/IP and LPR.